

Dear FCC, For many of us Americans, the VRS system is a necessity that provides deaf with a means to communicate using a language that is unique to us. Because we are deaf and the general population has the ability to hear, we have worked hard to cooperate in developing ways bridge the gap in our daily lives. When we have to make calls to various professionals, businesses and the like this process can be sometimes very time consuming and arduous. While people who do not have a loss of hearing can simply pick up the phone, dial and converse, we have to arrange to use a third party to be our voice. As we do have our own language, visual by nature, it is sometime difficult for us to understand the nuances of typed messages that are passed between the interpreter (who often does not have a clue) and the deaf recipient. Using VRS, we are able to ask a see what the nuances that are conveyed through the interpreter making our visual communication more understandable. Sign language and english are two very distinctly different languages and many times the deaf may not understand the meaning of the message using typed english. With the use of Am. Sign Language we are best able to obtain accurate and clearer communications. I am especially concerned with financial and legal information where in a hearing world the recipient may have ample opportunity to understand the information based on syntax, usage, voice inflection and tone. For the deaf, we only have our visual cues which are similar in nature to your auditory cues. Only through visual VRS can we understand these cues in a more equal setting through a qualified interpreter. Please support continued VRS services, as there is really no replacement for this type of communication. Unfortunately there are 10% of our population that has impaired hearing. They must all deal with the other 90% who may use english and where the meanings of the message may be embedded in the delivery. Ours is similar in that regard, we just need to see the delivery to fully understand. Without VRS, we can only guess these communication nuances. In serious medical, financial or legal issues, we have found ourselves on the wrong end of the miscommunication. Please support the VRS process and allow us equal access. Thank you.